



ARIZONA DEPARTMENT OF ECONOMIC SECURITY

1789 W. Jefferson • P.O. Box 6123 • Phoenix, AZ 85005

Janet Napolitano
Governor

David A. Berns
Director

July 7, 2004

WORKFORCE INFORMATION MEMO #05-04

SUBJECT: WIA Section Procedure for Answering WIA Policy Questions

BACKGROUND: In response to questions from the local staff during the recent WIA Policy Refresher trainings held in May and June, we felt it would be helpful to explain the procedure the Employment Administration – WIA Section uses to answer your WIA policy questions.

PROCEDURE:

Local policy questions should first be phoned in or e-mailed to the appropriate QA Liaison for a response. If the liaison is unavailable, then Pat Gregan should be contacted for Adults/Dislocated Workers questions at 602-542-2490, or via e-mail at PGregan@azdes.gov. Mary Ann Dunleavy should be contacted for youth questions at 602-364-2483, or via e-mail at MDunleavy@azdes.gov. Questions that cannot be addressed immediately (i.e. those requiring additional research) will be included on a list of questions for discussion at our next Critical Items meeting. These meetings are held each Friday and include VOS team members, Field Operations staff and Policy staff.

A response to each Critical Items question is formulated and one of the following actions takes place:

1. If a question is specific to only one Local Workforce Investment Area (LWIA), the staff person who fielded the question will respond with an answer via e-mail by close of business (COB) that same Friday.
2. Answers to questions that are relevant to all LWIAs will be either (a) put on the WIA Section's website under FAQs. The link to our FAQs is <http://www.azdes.gov/wia/faq.asp>, or (b) sent out via Workforce Information Memo (WIM) or Workforce Guidance Letter (WGL). All such memoranda issued from calendar year (CY) 2002 to the present can be found on our website at <http://www.azdes.gov/wia/infomemos.asp>.

ACTION REQUIRED: Please ensure that this letter is provided to appropriate staff. Feel free to contact your Quality Assurance Liaison at (602) 542-3957 if you have questions regarding this memo.

Sincerely,

A handwritten signature in cursive script that reads "Lela Alston".

Lela Alston
WIA Section Manager
Employment Administration/WIA Section